



**COMMONWEALTH OF VIRGINIA
DEPARTMENT OF HUMAN RESOURCE MANAGEMENT**

Benefits Administrator Memo #18-05

To: Benefits Administrators
From: State and Local Health Benefits Programs
CC: All OHB
Date: August 16, 2018
Re: New Health Benefits Plans/Program (HBP) Administrative Manual

A new HBP Administrative Manual is now available on the DHRM web site (see link below) to replace the old Health Insurance Manual (HIM) and Transition Matrix. The Office of Health Benefits Policy Team will maintain this manual in its new format, which provides the following improvements:

- Sections can be updated individually as required by policy, law, need for clarification, and suggestions from our customers.
- New sections can be added at any time as needed.
- Benefits Administrators and Managers will have a single resource for health benefits administrative and policy information. (Our goal is to include or link all administrative and policy documents to this manual.)

Because many sections of the original HIM have not been updated recently, we anticipate a period of refining the new HBP Manual sections as we begin using them and receiving input from Benefit Administrators and Managers. With this in mind, your suggestions and comments would be appreciated. We want to ensure that this manual is the best possible resource for health plan policy and administrative information. Please send your ideas and comments to susan.jones@dhrm.virginia.gov.

When you click on the link below, you will find the new Table of Contents—just click on the section to access information. We anticipate finalizing the sections noted as **UNDER CONSTRUCTION** in the next few weeks. We are also working on some ideas for new sections.

We hope that you find this new manual to be a useful tool in administering the State Health Benefits Program, and thank you in advance for your ideas and comments.

<http://www.dhrm.virginia.gov/benefitsadministration> - Manuals and Reports tab